

Mississippi Public Service Commission



BRIAN U. RAY
EXECUTIVE SECRETARY
(601)961-5400

DOCKET FILE COPY ON

LYNN CARLISLE
SENIOR ATTORNEY
JOEL BENNETT, DIR.
FINANCE & PERSONNEL
MARK McCARVER, DIR.
GAS PIPELINE SAFETY

NIELSEN COCHRAN, CHAIRMAN
JACKSON-FIRST DISTRICT
LEONARD L. BENTZ, VICE-CHAIRMAN
BILOXI- SECOND DISTRICT
BO ROBINSON, COMMISSIONER
HAMILTON-THIRD DISTRICT

June 26, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW/Room TW-B204
Washington, DC 20554

Re: TRS 55-02
Mississippi Complaint Log Summary

Dear Ms. Dortch:

Pursuant to FCC rules, more specifically CG Docket No. 03-123 regarding Telecommunications Relay Service, please find for review the following:

- Annual Complaint Log from June 1, 2005 to May 31, 2006

A 3.5 diskette and four copies are enclosed as required. Should you need additional information please let me know.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Brian U. Ray", is written over a horizontal line.

Brian U. Ray, Executive Secretary
Mississippi Public Service Commission

Cc: Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs bureau
445 12th St., SW/Room 3-C417
Washington, DC 20544

No. of Copies rec'd
List ABCDE

0+4

Mississippi Relay Service – June 1, 2005 through May 31st, 2006

1. Total Number of TRS complaints: 14

Complaint Tracking for MS (06/01/2005-05/31/2006). Total Customer Contacts: 14

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/10/06	Caller getting constant busy signal when calling within Mississippi state. Apologized for the problem and opened TT #D 989077. Follow-up required by Acct. Manager for problem resolution.	03/23/06	Tech said customer still have electrical problems due to the hurricane Katrina. It was beyond our control. Tried reaching customer via phone several times to no avail. Email sent and asked to email back if it continues to be a problem.
02/07/06	Technical - General	03/03/06	Technical problem identified. Resolution believed to be the solution in progress.
02/08/06	Billing - General	02/09/06	Set up preferred long distance company in the system. Confirmed customer able to make long distance captioned calls after this adjustment.
02/19/06	Customer gets a recording saying there is a block in place and she knows there is no block. Apologized. Service ticket 1197294 was opened. Follow up requested.	03/23/06	<p>Technician discovered that customer still have electrical problems due to the hurricane Katrina which is beyond our control. After 3 attempts of making contact with customer failed, AM sent an email to see if there continues a problem. To date, have not heard back from the customer. Closed case.</p> <p>Tech was unable to reproduce. Tried to reach customer via phone 3 times to no avail. Emailed with explanation.</p>
03/14/06	not happy with service keeps having to call and have phone company come out service is ok for a few days then it rains and its static and bad lines again loses internet connection wants a permanent fix not just continuous band aids on the problem	03/14/06	Closed contact. Not a relay issue. Customer referred to correct number.
03/28/06	Customer said that they were trying to reach a person through the relay and agent 6725 used obscene language and sounded drunk. The customer also said they were concerned and thought the agent's language was unprofessional. Apologized to the customer and thanks them for taking time to inform us of their concern. Follow-up requested.	03/28/06	<p>Operator 6725 does not exist in the Jacksonville Center and never has. Redirecting complaint to customer service.</p> <p>Invalid agent ID. Contacted customer and advised.</p>
05/25/06	MS Voice customer complains when using pay phone for 711 she gets disconnected, as she is located bordering MS and TN and her calls to her deaf family never work. Customer had several concerns and suggestions about making relay more user friendly. Thanked her for letting us know the problems and the suggestions, explained variables that can affect the service and referred to the account manager. Customer will contact account manager via email.	06/14/06	Due to lack of customer information, a follow up could not be done.
07/07/05	Spanish Speaking customer: I have had this agent several times and each time I have her she automatically transfers me to customer service. Apologized for inconvenience and noted that we would follow-up with the appropriate agent. Customer wanted follow-up in writing.	07/07/05	Spoke with agent and stressed the importance of following customer instructions. Agent understands the consequences of purposely avoiding calls. Unable to contact customer due to no address given.
07/17/05	Voice customer called to complain that she is being told her call is blocked from her TTY mother's number when she calls from her cell phone. She does not have this problem when calling via her home phone. Apologized for inconvenience. Opened TT#164256. Follow-up requested.	08/03/05	Tech awaited additional customer information. AM called customer's land-line and cell phones to no answer thrice.

Mississippi Complaint Log

Page 2

07/27/05	MS voice user complains agent hung up on them twice. Apologized for the problem explaining I would inform the agent supervisor for follow up with the agent. Customer does want contact from account manager.	09/07/05	This was a problem with the disconnect issues we were seeing due to AVAYA. Agent was still coached on repercussions of disconnecting calls. AM attempted to call the number and discovered it was no longer in service. AM tried other phone number and another person answered saying it was wrong number. Unable to reach the customer. Case closed
08/18/05	Customer states when she asked agent if there she could get transcripts of the call the agent rudely informed her, "the agent is not part of the conversation" - the agent did this several times very rudely. The customer asked for a supervisor and was told that no supervisor could come to the phone since the customer was on the outbound end of the call. The agent did give the customer service phone number but the customer didn't appreciate the rudeness while handling the call. RCS response: Apologized for the behavior and explained relay policies and how to get any records if they were available. Assured that the complaint would be sent in as stated. No call back requested	08/18/05	This agent called me over on this call. The outbound voice person wanted to know if the inbound was still there. The CA told her that there had been no response but there was no indication that they had hung up. The outbound asked for a supervisor and I told the agent that since the inbound was still on the line I was not able to get on the call. The agent informed the outbound of this and provided the customer service number for her. The CA followed procedure as the call was still in relay mode and the CA was not able to answer questions.
09/13/05	Inability for CapTel unit to reach data toll free #	09/13/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware
11/07/05	Complaint: Caller stated CA hung up on her. Caller stated that during the call CA stopped typing and was unresponsive to caller then the line got disconnected. Apologized for the incident. No follow up requested.	11/07/05	Agent does not remember the call. Reviewed call disconnect procedures with the agent. The agent understands the consequences of not following the disconnect procedures and purposely disconnecting customers.
11/25/05	MX VCO user complains she could not connect with relay for 49 minutes with 711 or toll free # for MS VCO. Apologized, provided dedicated VCO #, suggesting to use it exclusively. Referred to equipment program. Entered TT 777671 No contact wanted.	11/28/05	Tech was unable to duplicate problem as reported reaching vco number, no additional reports from other customer concerning access to vco number using relay service or excessive hold times. Customer didn't want a follow up. Case closed

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

2 D 154